

PIOs and Social Media Trolls

*A qualitative survey of 150 public information officers (PIOs) on
how trolls challenge the social media bridge of communications*

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Santa Rosa County Public Information Office
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#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:03:53 PM
Last Modified: Monday, June 17, 2019 2:06:24 PM
Time Spent: 00:02:31
IP Address: 174.227.16.57

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
It depends on the topic. If it's a factual inaccuracy we address. If it's a no-win situation we don't respond and let self moderate.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

I have a presentation on this topic and can share it with you. Bryan Beaty

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 1:58:26 PM
Last Modified: Monday, June 17, 2019 2:07:58 PM
Time Spent: 00:09:32
IP Address: 204.108.252.75

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Three
Instagram	One
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:10:40 PM
Last Modified: Monday, June 17, 2019 2:13:00 PM
Time Spent: 00:02:20
IP Address: 69.73.89.38

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **More than four**
 Twitter **Three**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
 A combo: answer, ignore, hide or let the FB police handle

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:13:01 PM
Last Modified: Monday, June 17, 2019 2:16:13 PM
Time Spent: 00:03:11
IP Address: 174.79.79.3

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Four
Twitter	More than four
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify): depends if it violates terms of use policy.**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:10:51 PM
Last Modified: Monday, June 17, 2019 2:18:13 PM
Time Spent: 00:07:22
IP Address: 69.73.89.38

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
It depends on how inflammatory. A combination of hiding and self-moderation.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:19:51 PM
Last Modified: Monday, June 17, 2019 2:21:34 PM
Time Spent: 00:01:42
IP Address: 164.51.5.2

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	One
Instagram	Two
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#7

COMPLETE

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Started: Monday, June 17, 2019 2:20:17 PM
Last Modified: Monday, June 17, 2019 2:22:03 PM
Time Spent: 00:01:46
IP Address: 68.225.63.27

Page 1

-
- Q1** Years in public information **Less than five**
-
- Q2** Organization type **State or state agency**
-
- Q3** Type of the community you serve **Mixed (regional, state or federal)**
-
- Q4** Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**
-
- Q5** How many social media accounts does your organization manage?
- | | |
|-----------|------------|
| Facebook | Two |
| Instagram | One |
-
- Q6** How does your organization handle inflammatory comments on social media? **Ignore**
-
- Q7** Do you have a social media archiving service? **Other (please specify):
Web company (Revize) does it for us.**
-
- Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**
-
- Q9** Have social media "trolls" impeded your ability to distribute information in an emergency? **No**
-

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:21:57 PM
Last Modified: Monday, June 17, 2019 2:23:11 PM
Time Spent: 00:01:14
IP Address: 174.196.133.33

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Rarely**

Social Media Survey

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

N/A

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:23:05 PM
Last Modified: Monday, June 17, 2019 2:25:03 PM
Time Spent: 00:01:57
IP Address: 216.81.81.80

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	Three
Instagram	One
LinkedIn	Three

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:27:38 PM
Last Modified: Monday, June 17, 2019 2:30:48 PM
Time Spent: 00:03:09
IP Address: 208.36.231.61

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
A combination of all of these, depending on the comment.**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 2:53:07 PM
Last Modified: Monday, June 17, 2019 2:56:17 PM
Time Spent: 00:03:09
IP Address: 74.118.32.5

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
If it violates our social media policy, we hide it. If it is simply critical of us, we try to answer it

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Our City Attorney's position is that we cannot delete any comments and we cannot ban people from our platforms. We do hide comments that violate our policies.

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 3:10:47 PM
Last Modified: Monday, June 17, 2019 3:13:14 PM
Time Spent: 00:02:27
IP Address: 23.242.202.150

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
NGO

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 3:16:51 PM
Last Modified: Monday, June 17, 2019 3:19:25 PM
Time Spent: 00:02:34
IP Address: 64.201.138.51

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	Two

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
Combination of self-moderate and answers

Q7 Do you have a social media archiving service? **Other (please specify):**
Part of SproutSocial contract

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
we always use multiple channels

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

direct

Q13 Additional comments

Respondent skipped this question

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 3:44:51 PM
Last Modified: Monday, June 17, 2019 3:47:01 PM
Time Spent: 00:02:10
IP Address: 96.65.142.194

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **Two**
Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Hide, let it self moderate.**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I can assist in the development of a policy

Q13 Additional comments

Respondent skipped this question

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 6:00:56 PM
Last Modified: Monday, June 17, 2019 6:04:53 PM
Time Spent: 00:03:56
IP Address: 174.207.19.216

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

I helped to author the city policy and wrote the PIO social media SOP for the department. Also administrator of all fire department social media accounts.

Q13 Additional comments

Good luck, Brandi! ~Steve B

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 6:29:02 PM
Last Modified: Monday, June 17, 2019 6:31:48 PM
Time Spent: 00:02:46
IP Address: 99.203.78.138

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	Fire
Q3 Type of the community you serve	Urban
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	One
LinkedIn	One
SnapChat	Two
Q6 How does your organization handle inflammatory comments on social media?	Let it self-moderate
Q7 Do you have a social media archiving service?	No
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Full Access

Q13 Additional comments

Respondent skipped this question

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 17, 2019 7:51:38 PM
Last Modified: Monday, June 17, 2019 7:57:40 PM
Time Spent: 00:06:02
IP Address: 73.67.69.153

Page 1

Q1 Years in public information	Less than five
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	I'm it!
Q5 How many social media accounts does your organization manage?	
Facebook	Three
Twitter	Three
Instagram	Two
Q6 How does your organization handle inflammatory comments on social media?	Ignore
Q7 Do you have a social media archiving service?	Other (please specify): In the process of getting Smarsh
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Social Media Manager, able to change the social media policy given the lead of my supervisor.

Q13 Additional comments

Respondent skipped this question

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 6:33:29 AM
Last Modified: Tuesday, June 18, 2019 6:36:20 AM
Time Spent: 00:02:50
IP Address: 70.161.222.136

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

High.

Q13 Additional comments

Respondent skipped this question

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 6:34:06 AM
Last Modified: Tuesday, June 18, 2019 6:40:25 AM
Time Spent: 00:06:19
IP Address: 107.207.219.51

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	Federal agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	One
Twitter	One
Instagram	One
Other (please specify):	Flickr
Q6 How does your organization handle inflammatory comments on social media?	Let it self-moderate
Q7 Do you have a social media archiving service?	Other (please specify): Unsure
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Other (please specify):
Don't believe so

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Good access

Q13 Additional comments

Social media is a useful tool but has its own inherent negative impact on personal interaction.

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 7:04:48 AM
Last Modified: Tuesday, June 18, 2019 7:06:43 AM
Time Spent: 00:01:55
IP Address: 167.95.242.234

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	More than four
Twitter	More than four
Q6 How does your organization handle inflammatory comments on social media?	Ignore
Q7 Do you have a social media archiving service?	No
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes
Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?	No

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I am the decider

Q13 Additional comments

None

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 8:08:59 AM
Last Modified: Tuesday, June 18, 2019 8:11:18 AM
Time Spent: 00:02:19
IP Address: 63.159.178.139

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
Depends on the comments, response from community, political environment, etc. Each one handled individually

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I write policy for approval, oversee all sites and am the main person for public outreach

Q13 Additional comments

Respondent skipped this question

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 8:10:53 AM
Last Modified: Tuesday, June 18, 2019 8:13:46 AM
Time Spent: 00:02:53
IP Address: 164.51.5.2

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	One
Instagram	One
Nextdoor	One
LinkedIn	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Easy access

Q13 Additional comments

Respondent skipped this question

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 7:00:19 AM
Last Modified: Tuesday, June 18, 2019 8:30:09 AM
Time Spent: 01:29:50
IP Address: 166.94.13.126

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Our social media policy is managed by our County Office of Public Affairs, so we're just one agency with one voice.

Q13 Additional comments

Our county has strict criteria for when a comment can be deleted. We have not had to use it. Good luck!

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 8:47:42 AM
Last Modified: Tuesday, June 18, 2019 8:51:33 AM
Time Spent: 00:03:51
IP Address: 199.187.138.250

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I have direct access to both.

Q13 Additional comments

Respondent skipped this question

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 9:14:48 AM
Last Modified: Tuesday, June 18, 2019 9:22:18 AM
Time Spent: 00:07:30
IP Address: 71.205.197.80

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Transportation**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 In most cases, self-moderation will resolve the issue. I will step in in the event there is erroneous information or information that may be considered derogatory toward a person or organization. I am very diligent about making screenshots and transcripts not only for supporting documentation and social listening, but also for training purposes.

Q7 Do you have a social media archiving service? **No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Rarely**

Q11 Have you ever banned a user from posting to one of your social media sites? **No, but would if behavior warranted action**

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access. I tend to be the advisor as my supervisor is not well-versed or comfortable with social media.

Q13 Additional comments **Respondent skipped this question**

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 5:47:46 PM
Last Modified: Tuesday, June 18, 2019 5:55:37 PM
Time Spent: 00:07:50
IP Address: 216.81.94.71

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	More than four
Instagram	One
LinkedIn	Three
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):

It depends on what they've posted. On Twitter, there's not much one can do. On Facebook, we adhere to our social media comment policy. I think FB automatically removes profane comments, sometimes their automation has to be undone. If anyone is selling anything or in violation of the policy, then we take it down. But we let criticism stand - people are allowed to express themselves.

Q7 Do you have a social media archiving service? **No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
I strive to post content that isn't that interesting... Try to have bulletproof content when possible. We don't talk about pending legislation. The other thing is allowing the crowd to come to your defense - we have enough of our own employees who act as advocates and can help get the right answers to folks. Sometimes we have to course correct. Keeping a credible presence helps build a crowd that can help.

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):
Kind of. There was an account that was connected to one of our partners, and they had a really bad case of Twitteria, so we muted their content from our feed. We actually got FOIAed to see who we had blocked. Fortunately, the guilty account had stopped posting nonstop, and so we didn't have any reason to have anybody blocked or muted. We will report bots if we can validate that.

Q12 What level of access do you have with your supervisor and to social media policy making?

Quite liberal

Q13 Additional comments

Respondent skipped this question

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, June 19, 2019 9:28:34 PM
Last Modified: Wednesday, June 19, 2019 9:31:33 PM
Time Spent: 00:02:58
IP Address: 104.6.56.236

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Major access. I have lots of input

Q13 Additional comments

Respondent skipped this question

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 20, 2019 12:16:31 PM
Last Modified: Thursday, June 20, 2019 12:18:14 PM
Time Spent: 00:01:43
IP Address: 170.190.198.190

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Nextdoor	Two

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Usually

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I am the lead on reviewing policy. I also am able to speak directly to my director chief about the policies and accountability.

Q13 Additional comments

Respondent skipped this question

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 21, 2019 3:34:21 PM
Last Modified: Friday, June 21, 2019 3:36:29 PM
Time Spent: 00:02:07
IP Address: 69.85.255.2

Page 1

Q1 Years in public information	Less than five
Q2 Organization type	Local municipality (city or county)
Q3 Type of the community you serve	Urban
Q4 Number of staff who can moderate comments on your organization's social media accounts	More than 4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	More than four
Twitter	More than four
Instagram	Two
Nextdoor	One
LinkedIn	One
Q6 How does your organization handle inflammatory comments on social media?	Let it self-moderate
Q7 Do you have a social media archiving service?	Yes, Archive Social
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, June 22, 2019 5:11:13 PM
Last Modified: Saturday, June 22, 2019 5:14:28 PM
Time Spent: 00:03:14
IP Address: 71.63.190.203

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	More than four
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **Other (please specify):
Yes, not sure what service.**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

All access. It is a group effort.

Q13 Additional comments

Respondent skipped this question

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, June 26, 2019 2:36:46 PM
Last Modified: Wednesday, June 26, 2019 2:40:53 PM
Time Spent: 00:04:07
IP Address: 166.67.66.241

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	One
Twitter	One
Nextdoor	One
LinkedIn	One
Q6 How does your organization handle inflammatory comments on social media?	Let it self-moderate
Q7 Do you have a social media archiving service?	Yes, Archive Social
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Limited to none. Social media policy is set by leadership

Q13 Additional comments

Respondent skipped this question

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 27, 2019 3:09:33 AM
Last Modified: Thursday, June 27, 2019 3:16:12 AM
Time Spent: 00:06:38
IP Address: 104.129.198.247

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
verify comments, try to neutralize with correct information**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
Utilize all methods to deliver information

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 28, 2019 3:38:34 PM
Last Modified: Friday, June 28, 2019 3:47:47 PM
Time Spent: 00:09:13
IP Address: 209.16.118.34

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Other (please specify):
rural/suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
If inflammatory comments are off topic, we delete them per our provided policy. Response otherwise depends on the nature of the comment. We comment publicly if it serves a greater good, and privately if it does not.**

Q7 Do you have a social media archiving service? **Yes, Smarsh**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Plenty.

Q13 Additional comments

Respondent skipped this question

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 02, 2019 2:32:17 PM
Last Modified: Tuesday, July 02, 2019 2:35:53 PM
Time Spent: 00:03:36
IP Address: 209.193.25.125

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
LinkedIn	One
Other (please specify):	The borough also hosts a multi-agency blog www.kpboem.com

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? Other (please specify):
custom archiving platform designed inhouse

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):

We must incorporate other methods because 25% of our population cannot access the internet or has poor service.

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access to make all decisions.

Q13 Additional comments

Respondent skipped this question

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 11, 2019 1:24:05 PM
Last Modified: Thursday, July 11, 2019 1:26:04 PM
Time Spent: 00:01:58
IP Address: 68.189.121.2

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	Three
Instagram	Two
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access to discuss changes and challenges.

Q13 Additional comments

Respondent skipped this question

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:30:43 AM
Last Modified: Monday, July 15, 2019 9:33:51 AM
Time Spent: 00:03:07
IP Address: 71.11.240.70

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
Nextdoor	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Admin, work in Chiefs office.

Q13 Additional comments

Respondent skipped this question

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:34:02 AM
Last Modified: Monday, July 15, 2019 9:36:53 AM
Time Spent: 00:02:51
IP Address: 174.232.22.53

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Utility**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Always

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access

Q13 Additional comments

Respondent skipped this question

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:36:25 AM
Last Modified: Monday, July 15, 2019 9:38:23 AM
Time Spent: 00:01:57
IP Address: 174.255.77.148

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Other (please specify):
County, includes urban, suburb, rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

None

Q13 Additional comments

Respondent skipped this question

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:54:00 AM
Last Modified: Monday, July 15, 2019 10:00:00 AM
Time Spent: 00:05:59
IP Address: 164.119.85.99

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Other (please specify):
State**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Personal attacks are deleted, everything else is left alone**

Q7 Do you have a social media archiving service? **Other (please specify):
Yes, In-house system**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

I created all in-house social media policies for staff and Board members. Supervisor approved policies.

Q13 Additional comments

Respondent skipped this question

#40

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:58:26 AM
Last Modified: Monday, July 15, 2019 10:01:46 AM
Time Spent: 00:03:19
IP Address: 149.101.1.117

Page 1

Q1 Years in public information	Less than five
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Q2 Organization type	Federal agency
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Q3 Type of the community you serve	Mixed (regional, state or federal)
---	---

Q4 Number of staff who can moderate comments on your organization's social media accounts	I'm it!
--	----------------

Q5 How many social media accounts does your organization manage?	
---	--

Facebook	One
----------	------------

Twitter	One
---------	------------

Q6 How does your organization handle inflammatory comments on social media?	Ignore
--	---------------

Q7 Do you have a social media archiving service?	No
---	-----------

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	No
---	-----------

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?	No
--	-----------

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Highest

Q13 Additional comments

Federal/DOJ rules on social media are very restrictive. We don't engage with commenters, and aren't allowed to delete anyone. We also aren't allowed to delete posts, including our own.

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 9:48:33 AM
Last Modified: Monday, July 15, 2019 10:02:12 AM
Time Spent: 00:13:38
IP Address: 204.85.8.158

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
Mixed based on circumstances. Answer, ignore, hide, block.

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Free reign.

Q13 Additional comments

Respondent skipped this question

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 10:13:42 AM
Last Modified: Monday, July 15, 2019 10:16:02 AM
Time Spent: 00:02:20
IP Address: 107.77.237.41

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Utility**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Sometimes**

Social Media Survey

Q11 Have you ever banned a user from posting to one of your social media sites? **No, but would if behavior warranted action**

Q12 What level of access do you have with your supervisor and to social media policy making?

Access

Q13 Additional comments **Respondent skipped this question**

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 10:46:00 AM
Last Modified: Monday, July 15, 2019 10:48:33 AM
Time Spent: 00:02:32
IP Address: 204.126.123.3

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
Instagram	Two
LinkedIn	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

We coordinate on the policy but many times I have complete authority to post and control comments

Q13 Additional comments

Respondent skipped this question

#44

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 11:23:11 AM
Last Modified: Monday, July 15, 2019 11:27:27 AM
Time Spent: 00:04:15
IP Address: 198.248.172.69

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
If there is information we can correct, reply once. Otherwise ignore comments and let it moderate itself.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Great access. Our command staff listen to the PIO division and its opinions when implementing social media policy.

Q13 Additional comments

Respondent skipped this question

#45

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 11:40:43 AM
Last Modified: Monday, July 15, 2019 11:47:13 AM
Time Spent: 00:06:29
IP Address: 71.91.228.222

Page 1

Q1 Years in public information**5-10****Q2** Organization type**Local municipality (city or county)****Q3** Type of the community you serve

Other (please specify):
 Smaller urban area immediately surrounded by rural areas; technically not suburban or truly urban

Q4 Number of staff who can moderate comments on your organization's social media accounts**More than 4 (including part time)****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

More than four

Instagram

More than four

Nextdoor

Two

LinkedIn

One

Other (please specify):

Youtube, Flickr

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Depends on the comment - if there is a direct question or chance to rectify false information, we respond to those portions of the inflammatory comment. We do not continue going back and forth in an argumentative manner. We opt to try to take comments "offline" through direct message to our page or by calling the office if they'd prefer. We do not delete comments and have hid few beyond what is automatically hidden through profanity filters.

Social Media Survey

Q7 Do you have a social media archiving service?

**Yes, Archive
Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

No

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

**Yes, but only in extreme
case(s)**

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access

Q13 Additional comments

Respondent skipped this question

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 12:41:21 PM
Last Modified: Monday, July 15, 2019 12:52:02 PM
Time Spent: 00:10:40
IP Address: 198.101.7.201

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Depends on comments. We have specified issues that we are allowed to delete (profanity, threats, random ads, etc)
 Other than that, we are not allowed to delete. Usually we correct any incorrect information posted but for negative comments in general we let it self-moderate

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I have direct access to my supervisor and social media policy making

Q13 Additional comments

Good luck and God bless!

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 12:50:28 PM
Last Modified: Monday, July 15, 2019 12:54:13 PM
Time Spent: 00:03:45
IP Address: 198.252.245.194

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
 Answer if constructive conversation is possible. Hide if it violates our terms of service. Ignore otherwise.

Q7 Do you have a social media archiving service? **Yes, PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I am directly involved with social media policy-making decisions.

Q13 Additional comments

Trolls have been an issue for us and we've been working with our City Attorney to appropriately respond and set parameters for dialogue and, if warranted, blocking. The City has blocked users, but we have not yet.

#48

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 12:57:59 PM
Last Modified: Monday, July 15, 2019 12:59:40 PM
Time Spent: 00:01:40
IP Address: 166.67.66.241

Page 1

- | | |
|---|---|
| Q1 Years in public information | Less than five |
| Q2 Organization type | State or state agency |
| Q3 Type of the community you serve | Mixed (regional, state or federal) |
| Q4 Number of staff who can moderate comments on your organization's social media accounts | 2-4 (including part time) |
| Q5 How many social media accounts does your organization manage? | |
| Facebook | One |
| Twitter | One |
| Q6 How does your organization handle inflammatory comments on social media? | Hide |
| Q7 Do you have a social media archiving service? | No |
| Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? | Yes |
| Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? | Yes |

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Always

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

A lot.

Q13 Additional comments

Respondent skipped this question

#49

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 12:58:04 PM
Last Modified: Monday, July 15, 2019 1:02:06 PM
Time Spent: 00:04:02
IP Address: 174.200.3.51

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	More than four
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Our organization will take every opportunity to educate Twitter users when inflammatory comments come in, but will ignore/block users if they begin using expletives or other inappropriate language.

Q7 Do you have a social media archiving service? **Respondent skipped this question**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Respondent skipped this question**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#50

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 1:01:52 PM
Last Modified: Monday, July 15, 2019 1:05:18 PM
Time Spent: 00:03:25
IP Address: 205.166.21.15

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
K-12 public school system

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
LinkedIn	One
Other (please specify):	Vimeo

Q6 How does your organization handle inflammatory comments on social media? Other (please specify):
Anything profane or slanderous would be deleted. Generally, I find other people will speak up for us. If providing information might help, then I will respond online but I never get into a back and forth situation with one person.

Q7 Do you have a social media archiving service? **No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Never**

Q11 Have you ever banned a user from posting to one of your social media sites? **Yes, but only in extreme case(s)**

Q12 What level of access do you have with your supervisor and to social media policy making?

direct

Q13 Additional comments

Respondent skipped this question

#51

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 1:03:20 PM
Last Modified: Monday, July 15, 2019 1:05:41 PM
Time Spent: 00:02:20
IP Address: 173.242.173.254

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Significant

Q13 Additional comments

Respondent skipped this question

#52

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 12:58:14 PM
Last Modified: Monday, July 15, 2019 1:16:39 PM
Time Spent: 00:18:24
IP Address: 174.226.13.79

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	Law enforcement
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	I'm it!
Q5 How many social media accounts does your organization manage?	
Twitter	Two
Q6 How does your organization handle inflammatory comments on social media?	Ignore
Q7 Do you have a social media archiving service?	Yes, Archive Social
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	No
Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?	No

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Suggestions about policy can be made, but policy is changed at a higher level.

Q13 Additional comments

N/A

#53

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 1:26:42 PM
Last Modified: Monday, July 15, 2019 1:28:35 PM
Time Spent: 00:01:53
IP Address: 166.67.66.242

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Great access.

Q13 Additional comments

Respondent skipped this question

#54

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 1:22:47 PM
Last Modified: Monday, July 15, 2019 1:30:40 PM
Time Spent: 00:07:53
IP Address: 199.190.155.2

Page 1

Q1 Years in public information**More than
10****Q2** Organization type
 Other (please
 specify):
 Health Care
Q3 Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

Four

Instagram

Two

LinkedIn

More than four**Q6** How does your organization handle inflammatory
comments on social media?
 Other (please
 specify):
 If it's slanderous, abusive, etc., we delete. If it is a legitimate
 complaint, we have script "It sounds like we didn't meet your
 expectations. Please call xxx-xxxx so that we can address
 your complaint. In addition, if we have a real name, we have
 a process to address with our Governance Risk and
 Compliance department. Ultimately, we'd like to be able to
 evaluate complaints and exercise service recovery if
 possible.

Social Media Survey

Q7 Do you have a social media archiving service?

Other (please
specify):
Review
Push

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

Yes

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please
specify):
We typically use a variety of mediums to share information--rarely do we limit to social media only.

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Working with our compliance department, we can help guide that discussion.

Q13 Additional comments

Respondent skipped this question

#55

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 1:28:09 PM
Last Modified: Monday, July 15, 2019 1:34:19 PM
Time Spent: 00:06:09
IP Address: 128.172.50.1

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 If the comments are making a complaint, we address the complaint. If the comments are just negative (without a specific complaint), we typically ignore. Posts with obscene language are automatically hidden because obscene language is not protected speech.

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Sometimes**

Q11 Have you ever banned a user from posting to one of your social media sites? **No, and can't ever see doing that**

Q12 What level of access do you have with your supervisor and to social media policy making?

As the PIO, I can discuss policy with my supervisors', the policy manager, as well as with the organization's legal office.

Q13 Additional comments

Here is the language we use on our Facebook page as a disclaimer: "Comments that attack or insult an individual or group to include (but not limited to) name-calling, profanity, obscenity, defamation or remarks disparaging people on the basis of race, gender, sexual orientation, disability or national origin, will be removed from the site."

#56

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 2:19:01 PM
Last Modified: Monday, July 15, 2019 2:21:35 PM
Time Spent: 00:02:33
IP Address: 208.87.238.180

Page 1

Q1 Years in public information	Less than five
Q2 Organization type	Other (please specify): nonprofit
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	One
Twitter	One
Instagram	One
Q6 How does your organization handle inflammatory comments on social media?	Answer
Q7 Do you have a social media archiving service?	Other (please specify): don't know
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Other (please specify):
not that I am aware of

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I do not make any social media policies, they all come from above

Q13 Additional comments

Respondent skipped this question

#57

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 2:30:21 PM
Last Modified: Monday, July 15, 2019 2:31:43 PM
Time Spent: 00:01:21
IP Address: 174.195.21.220

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Usually

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Some

Q13 Additional comments

Respondent skipped this question

#58

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 2:30:37 PM
Last Modified: Monday, July 15, 2019 2:32:03 PM
Time Spent: 00:01:26
IP Address: 68.57.64.200

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access

Q13 Additional comments

Respondent skipped this question

#59

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 2:35:29 PM
Last Modified: Monday, July 15, 2019 2:37:14 PM
Time Spent: 00:01:44
IP Address: 165.127.80.254

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	Two
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access. I created the policy.

Q13 Additional comments

Respondent skipped this question

#60

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 2:36:06 PM
Last Modified: Monday, July 15, 2019 2:41:57 PM
Time Spent: 00:05:51
IP Address: 167.7.12.164

Page 1

Q1 Years in public information	Less than five
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	Two
Twitter	One
Instagram	One
LinkedIn	One
Q6 How does your organization handle inflammatory comments on social media?	Ignore
Q7 Do you have a social media archiving service?	Other (please specify): We manually archive.
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):

For ongoing incidents - we stick to Twitter. After the investigation is complete/news release is out, we push to Facebook.

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Highest access and all on the same page legally and ethically.

Q13 Additional comments

There are members of our social media team who have issues with not banning or hiding comments that paint our organization in a bad light, however, legal has explained to them why it is this way. There are some stories or incidents we don't publicize on Facebook, specifically, to avoid harsh/negative comments. When it comes to emergencies and life and death, everything goes over all our channels, regardless of politics or negative comments. We have a pretty great fan base that will have our backs and say things we wish we could say to a Negative Nancy.

#61

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 3:47:52 PM
Last Modified: Monday, July 15, 2019 3:50:46 PM
Time Spent: 00:02:54
IP Address: 107.77.201.18

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Other (please specify):
Not really

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

Respondent skipped this question

#62

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 4:08:25 PM
Last Modified: Monday, July 15, 2019 4:18:56 PM
Time Spent: 00:10:31
IP Address: 192.234.91.20

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
Nextdoor	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Close

Q13 Additional comments

Respondent skipped this question

#63

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 5:17:40 PM
Last Modified: Monday, July 15, 2019 5:23:45 PM
Time Spent: 00:06:04
IP Address: 165.214.12.69

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
Hospital

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):

No, we have just continued to hide the message and after a few weeks they usually do not post anymore.

Q12 What level of access do you have with your supervisor and to social media policy making?

High level

Q13 Additional comments

Social Media posts are a huge problem. However, we usually take the high road to whatever is posted by thanking them for their comment and asking them to private message us or contact us in person to discuss further. 95% of the time that usually ends it. In our case, 3% of the time they call and 2% of the time they continue to post which is when we begin hiding their posts. In our experience usually after we hide a few posts there is no further escalation.

#64

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 7:13:21 PM
Last Modified: Monday, July 15, 2019 7:24:21 PM
Time Spent: 00:10:59
IP Address: 67.166.196.147

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	Three
Instagram	More than four
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Depends**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct

Q13 Additional comments

Respondent skipped this question

#65

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 15, 2019 8:08:37 PM
Last Modified: Monday, July 15, 2019 8:17:45 PM
Time Spent: 00:09:08
IP Address: 199.101.220.11

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):

No because our legal specialists state we cannot "ban" a user from our Department social media platforms.

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access to the agency director; I'm responsible for establishing social media policy under the advisement of our legal office.

Q13 Additional comments

N/A

#66

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:12:09 AM
Last Modified: Tuesday, July 16, 2019 1:14:08 AM
Time Spent: 00:01:58
IP Address: 166.137.19.59

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	Three
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Usually

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

My office drives this effort with support from Senior Command Staff

Q13 Additional comments

Respondent skipped this question

#67

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 7:52:59 AM
Last Modified: Tuesday, July 16, 2019 7:57:47 AM
Time Spent: 00:04:48
IP Address: 65.199.62.140

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	Two
LinkedIn	Two

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I have direct access to my supervisor and am responsible for drafting/updating our social media policy for the county.

Q13 Additional comments

Respondent skipped this question

#68

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:37:50 AM
Last Modified: Tuesday, July 16, 2019 8:38:59 AM
Time Spent: 00:01:08
IP Address: 97.64.147.218

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	One
Instagram	One
Nextdoor	Two
LinkedIn	Two
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#69

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:40:17 AM
Last Modified: Tuesday, July 16, 2019 8:42:44 AM
Time Spent: 00:02:27
IP Address: 216.60.174.253

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
If it's false information/derogatory, we hide it. Otherwise, we ignore it.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Me and my boss (both Public Relations/Marketing for the City) created our social media policy, and we amend it as needed.

Q13 Additional comments

Respondent skipped this question

#70

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:42:09 AM
Last Modified: Tuesday, July 16, 2019 8:51:01 AM
Time Spent: 00:08:51
IP Address: 216.54.20.2

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	One
Instagram	Two
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

some

Q13 Additional comments

Respondent skipped this question

#71

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:49:56 AM
Last Modified: Tuesday, July 16, 2019 8:54:02 AM
Time Spent: 00:04:05
IP Address: 187.188.71.210

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**More than 4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

One

Twitter

More than four

Instagram

One

Nextdoor

Two

LinkedIn

One

Other (please specify):

YouTube, Flickr, Blogger

Q6 How does your organization handle inflammatory
comments on social media?

Other (please
specify):
All of these things, depending on the
comment.

Q7 Do you have a social media archiving service?**No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Rarely**

Q11 Have you ever banned a user from posting to one of your social media sites? **Yes, but only in extreme case(s)**

Q12 What level of access do you have with your supervisor and to social media policy making?

No real restrictions.

Q13 Additional comments

Respondent skipped this question

#72

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:55:12 AM
Last Modified: Tuesday, July 16, 2019 8:59:13 AM
Time Spent: 00:04:01
IP Address: 107.77.210.51

Page 1

Q1 Years in public information**Less than
five****Q2** Organization typeOther (please
specify):
Health system - part of our
municipality**Q3** Type of the community you serve**Suburban****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

Three

Twitter

One

Instagram

One

LinkedIn

One

Other (please specify):

We also use Google My Business.

Q6 How does your organization handle inflammatory
comments on social media?Other (please
specify):
It really depends on the situation. If the comment has
nothing to do with the post, we may hide it. Sometimes we
let it self- moderate.**Q7** Do you have a social media archiving service?**No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

Don't have social media policy posted on platform

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

My supervisor is also the VP of Marketing for our system, so while it's sometimes hard to get face time she is very responsive to my emails, questions and needs.

Q13 Additional comments

None.

#73

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:58:00 AM
Last Modified: Tuesday, July 16, 2019 8:59:50 AM
Time Spent: 00:01:50
IP Address: 107.77.219.110

Page 1

Q1 Years in public information**More than
10****Q2** Organization type
 Other (please
specify):
Community College and Municipalities
Q3 Type of the community you serve**Urban****Q4** Number of staff who can moderate comments on your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media?**Answer first, other action if continues to stay
negative****Q7** Do you have a social media archiving service?**Yes, Archive
Social****Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?**Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Yes

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Decision maker

Q13 Additional comments

Respondent skipped this question

#74

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 9:07:37 AM
Last Modified: Tuesday, July 16, 2019 9:12:58 AM
Time Spent: 00:05:21
IP Address: 192.245.118.130

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 unless it's a direct threat or relates to a specific situation the SO is dealing with, we let them be. If it is one of those things, we hide them or delete if necessary

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):

Because of trolls that will come out and hound us about the Michelle O'Connell case (You can Google it) there have been times my upper staff have prevented me from posting things altogether, despite the fact that we have done nothing wrong.

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I can make suggestions, but in reality there is no social media policy in the manner of how agency social media should be used. The only social media policy we have is how deputies and employees should use THEIR social media.

Q13 Additional comments

Respondent skipped this question

#75

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 9:25:13 AM
Last Modified: Tuesday, July 16, 2019 9:28:30 AM
Time Spent: 00:03:16
IP Address: 12.21.156.2

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Utility**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Sometimes**

Social Media Survey

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#76

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 9:03:19 AM
Last Modified: Tuesday, July 16, 2019 10:05:36 AM
Time Spent: 01:02:16
IP Address: 165.189.255.46

Page 1

Q1 Years in public information**Less than
five****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**I'm
it!****Q5** How many social media accounts does your organization manage?

Facebook

One

Twitter

One

Instagram

One

LinkedIn

One

Other (please specify):

YouTube

Q6 How does your organization handle inflammatory
comments on social media?

Other (please
specify):
Self-moderate for the most part but monitor and respond
with accurate information if there is false information
conveyed

Q7 Do you have a social media archiving service?**No**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Sometimes**

Q11 Have you ever banned a user from posting to one of your social media sites? **No, and can't ever see doing that**

Q12 What level of access do you have with your supervisor and to social media policy making?

I meet with my supervisor several times a week to give a rundown on what's happening on social media and if we need to make any changes to strategy/policy.

Q13 Additional comments **Respondent skipped this question**

#77

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 10:05:25 AM
Last Modified: Tuesday, July 16, 2019 10:09:15 AM
Time Spent: 00:03:49
IP Address: 64.53.113.2

Page 1

Q1 Years in public information**Less than five****Q2** Organization type**Local municipality (city or county)****Q3** Type of the community you serve
 Other (please specify):
 Suburban, rural and tourist area
Q4 Number of staff who can moderate comments on your organization's social media accounts**2-4 (including part time)****Q5** How many social media accounts does your organization manage?

Facebook

Two

Twitter

Two

Nextdoor

One

Other (please specify):

Nixle, smartphone app,

Q6 How does your organization handle inflammatory comments on social media?
 Other (please specify):
 Hidden to all except the individual commenting until we unhide it; keep it hidden if it is inflammatory, derogatory, etc.
Q7 Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?**Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Contributor to policy making

Q13 Additional comments

Respondent skipped this question

#78

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 10:13:43 AM
Last Modified: Tuesday, July 16, 2019 10:14:29 AM
Time Spent: 00:00:45
IP Address: 66.215.15.210

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Four
Twitter	One
Nextdoor	Two

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#79

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:11:12 AM
Last Modified: Tuesday, July 16, 2019 11:13:53 AM
Time Spent: 00:02:41
IP Address: 107.193.125.74

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct

Q13 Additional comments

Respondent skipped this question

#80

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 9:58:42 AM
Last Modified: Tuesday, July 16, 2019 11:15:48 AM
Time Spent: 01:17:06
IP Address: 128.164.73.98

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
Law Enforcement for 12, Higher Ed for 1

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm , it!**
More than 4 (including part time)

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Answer**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#81

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:38:48 AM
Last Modified: Tuesday, July 16, 2019 11:41:53 AM
Time Spent: 00:03:04
IP Address: 204.108.252.75

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	Two
LinkedIn	Three

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
we answer if there's a legit question. We delete if it's abusive/threatening. but 9 out of 10x we let it go

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I write the policy. It's then approved by our commissioners

Q13 Additional comments

Respondent skipped this question

#82

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:43:27 AM
Last Modified: Tuesday, July 16, 2019 11:48:43 AM
Time Spent: 00:05:15
IP Address: 73.157.138.183

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Depends. If it violates social media policy, hide. If there's question or need to clarify, answer the question. If no question and it doesn't violate our policy, ignore.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Access to policymaking? My supervisor lets me set my own policy because he knows nothing about this stuff.

Q13 Additional comments

Respondent skipped this question

#83

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:47:38 AM
Last Modified: Tuesday, July 16, 2019 11:51:38 AM
Time Spent: 00:03:59
IP Address: 107.77.200.9

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Three
Instagram	One
Nextdoor	One
LinkedIn	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Depends. Will clear up an factual errors immediately but try not to engage.**

Q7 Do you have a social media archiving service? **Yes,
PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Very seldom involve my manager. We might share a post with them for information.

Q13 Additional comments

Respondent skipped this question

#84

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:48:25 AM
Last Modified: Tuesday, July 16, 2019 11:52:16 AM
Time Spent: 00:03:50
IP Address: 107.77.220.86

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	One
Nextdoor	One
LinkedIn	One
Other (please specify):	YouTube channel

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Other (please specify):
Not anymore due to recent court cases.**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Immediate

Q13 Additional comments

No comments are ever deleted or hidden anymore. Too many court cases against it including a recent one in a Texas. Search Hunt County Sheriffs Office

#85

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:11:33 PM
Last Modified: Tuesday, July 16, 2019 12:16:33 PM
Time Spent: 00:04:59
IP Address: 76.81.34.190

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	Two
Other (please specify):	These are specific to my title, we have several other pages in our CommServc dept, theater/parks&rec/etc.

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
Usually ignore (usual trolls), if we can combat with positivity (depends on post) we will.

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):

Yes, when I got the job we had a few banned. I un-banned all and haven't had any problems.

Q12 What level of access do you have with your supervisor and to social media policy making?

High, free access to supervisor and free to make policies, they will be reviewed before going live though.

Q13 Additional comments

Respondent skipped this question

#86

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:16:14 PM
Last Modified: Tuesday, July 16, 2019 12:19:27 PM
Time Spent: 00:03:13
IP Address: 107.77.206.202

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):

Yes but I unbanned them.

Q12 What level of access do you have with your supervisor and to social media policy making?

Excellent

Q13 Additional comments

Respondent skipped this question

#87

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:21:48 PM
Last Modified: Tuesday, July 16, 2019 12:25:13 PM
Time Spent: 00:03:24
IP Address: 204.98.114.6

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	Two
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Mostly Self-Moderate, but will hide if it is an obvious violation of our social media policy.**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#88

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:35:29 PM
Last Modified: Tuesday, July 16, 2019 12:54:33 PM
Time Spent: 00:19:04
IP Address: 216.54.23.130

Page 1

Q1 Years in public information**Less than five****Q2** Organization type**Law enforcement****Q3** Type of the community you serve**Urban****Q4** Number of staff who can moderate comments on your organization's social media accounts**2-4 (including part time)****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

More than four

Instagram

One

Nextdoor

More than four

LinkedIn

One**Q6** How does your organization handle inflammatory comments on social media?

Other (please specify):
 It depends on if the comments violate our city policy. If it violates policy they get hidden, if not, they self-moderate

Q7 Do you have a social media archiving service?**Yes, Archive Social****Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?**Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Yes

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
We crosspost to other platforms as a standard practice.

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

My supervisor and I speak openly about the social media policy, but it ultimately falls to the City to decide. Both my supervisor and I recently had a seat at the table when meeting with City officials and the City Attorney's about changes being made to the policy.

Q13 Additional comments

Respondent skipped this question

#89

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:59:18 PM
Last Modified: Tuesday, July 16, 2019 1:02:23 PM
Time Spent: 00:03:04
IP Address: 198.101.7.201

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 It depends. If it violates our social media comments policy then it is removed. If not, then it stays. If it is a question, we answer. If it is not, then we don't respond. If incorrect information is included, then we will clarify.

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct

Q13 Additional comments

Respondent skipped this question

#90

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 12:49:24 PM
Last Modified: Tuesday, July 16, 2019 1:04:35 PM
Time Spent: 00:15:10
IP Address: 50.232.252.93

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	Two
Instagram	One
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access.

Q13 Additional comments

Respondent skipped this question

#91

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:06:24 PM
Last Modified: Tuesday, July 16, 2019 1:08:50 PM
Time Spent: 00:02:26
IP Address: 174.240.132.7

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	Two
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Complete access

Q13 Additional comments

Respondent skipped this question

#92

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:38:18 AM
Last Modified: Tuesday, July 16, 2019 1:08:55 PM
Time Spent: 04:30:36
IP Address: 151.166.15.85

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Other (please specify): Military**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	One
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify): Correct if the comment contains incorrect info; self-moderate; hide if it's offensive/inappropriate/bullying/etc.**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access.

Q13 Additional comments

Respondent skipped this question

#93

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:11:54 PM
Last Modified: Tuesday, July 16, 2019 1:14:42 PM
Time Spent: 00:02:47
IP Address: 108.23.8.66

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
Instagram	Two

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

Respondent skipped this question

#94

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:10:48 PM
Last Modified: Tuesday, July 16, 2019 1:16:07 PM
Time Spent: 00:05:18
IP Address: 97.75.112.82

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**Local municipality (city or
county)****Q3** Type of the community you serve**Suburban****Q4** Number of staff who can moderate comments on
your organization's social media accounts**More than 4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

Three

Instagram

Three

Nextdoor

Two

LinkedIn

One**Q6** How does your organization handle inflammatory
comments on social media?

Other (please specify):
 Our policy is to answer questions or provide/clarify information only. We respond to those comments if we can do so under those guidelines.

Q7 Do you have a social media archiving service?**Yes, Archive
Social**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

Other (please specify):

We do on some pages. However we are revisiting that since we are told by legal experts that we cannot delete comments.

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

The Communications & Marketing Director leads the social media team (other communicators or representatives from other departments) and provides recommendations to management in regards to social media policy. The C&M Director is the author of the city's social media policy, with guidance from the City Attorney. The policy is signed by the City Manager.

Q13 Additional comments

Respondent skipped this question

#95

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:27:21 PM
Last Modified: Tuesday, July 16, 2019 1:28:47 PM
Time Spent: 00:01:26
IP Address: 198.183.241.123

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	Four
Nextdoor	Three
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#96

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:32:18 PM
Last Modified: Tuesday, July 16, 2019 1:34:15 PM
Time Spent: 00:01:56
IP Address: 162.89.23.10

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Utility**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Four
Twitter	One
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Full

Q13 Additional comments

Respondent skipped this question

#97

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:38:51 PM
Last Modified: Tuesday, July 16, 2019 1:42:31 PM
Time Spent: 00:03:39
IP Address: 104.129.192.190

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):**
Take it on case-by-case basis. Some we ignore, others we let self-moderation happen.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Highest level. I make the policy. I am the admin.

Q13 Additional comments

Thank you. Good luck with your Master PIO course.

#98

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:37:57 PM
Last Modified: Tuesday, July 16, 2019 1:45:39 PM
Time Spent: 00:07:42
IP Address: 66.64.192.202

Page 1

Q1 Years in public information**Less than
five****Q2** Organization type

Other (please
specify):
Local municipality, fire and law enforcement (all-in-one shop)

Q3 Type of the community you serve**Suburban****Q4** Number of staff who can moderate comments on
your organization's social media accounts**I'm
it!****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

More than four

Instagram

Two

LinkedIn

One

SnapChat

One**Q6** How does your organization handle inflammatory
comments on social media?**Let it self-
moderate****Q7** Do you have a social media archiving service?

Other (please
specify):
No, but screen shot when necessary. Pushing for service
with Archive Social.

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

Other (please specify):

Police department FB only has this currently. Language: "Police department staff regularly monitor this page and reserve the right to remove any posts, comments or photos. Posts that are found to be off-topic or "spam," using profanity or insensitive language, making threats or targeting a specific individual will be removed from the page without notice. We thank you in advance for following these guidelines."

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Yes

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Full.

Q13 Additional comments

I think having public administrators who at least somewhat understand social media would help all of us put more productive tools and policies into place. This is a huge detriment to the effectiveness of the position I hold as well as many others I've spoken to who are operating in similar environments.

#99

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:25:20 PM
Last Modified: Tuesday, July 16, 2019 1:47:56 PM
Time Spent: 00:22:36
IP Address: 205.141.3.1

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	More than four
LinkedIn	More than four

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Depends on the platform. Facebook, Hide of respond if there is a legitimate concern. Twitter, ignore or reply to there is a legitimate concern.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

I help coordinate policy updates.

Q13 Additional comments

None

#100

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:43:38 PM
Last Modified: Tuesday, July 16, 2019 2:21:26 PM
Time Spent: 00:37:47
IP Address: 166.67.66.243

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook	Three
Twitter	Two
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory
comments on social media?**Answer first, other action if continues to stay
negative****Q7** Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Yes****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I participate at a state level on creating and updating social media policy for government agencies.

Q13 Additional comments

n/a

#101

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 2:07:34 PM
Last Modified: Tuesday, July 16, 2019 2:25:24 PM
Time Spent: 00:17:49
IP Address: 129.120.6.150

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	One
Instagram	One
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Never delete. Depending on context and tone I'll answer with a generic "I'm sorry you feel that way" and then correct information. I will also see how self-moderation works out and will jump in to thank anyone who provides correct/kind information.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

I am not the one to finalize policies but do have a voice

Q13 Additional comments

Profanity filter is set on high for Facebook and allows an extra step towards self-monitoring.

#102

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 2:20:38 PM
Last Modified: Tuesday, July 16, 2019 2:26:45 PM
Time Spent: 00:06:06
IP Address: 174.221.15.107

Page 1

Q1 Years in public information**More than
10****Q2** Organization type

Other (please
specify):
Federal quasi-governmental agency

Q3 Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**I'm
it!****Q5** How many social media accounts does your organization manage?

Facebook

Three

Twitter

Two

Instagram

One

LinkedIn

One

Other (please specify):

1 Pinterest with 5 active boards and 1 Youtube.

Q6 How does your organization handle inflammatory
comments on social media?

Other (please
specify):
Generally ignore, but answer when necessary to clear up
erroneous or misleading information. Then, return to
ignoring. I do read all of them, even if we don't respond.

Q7 Do you have a social media archiving service?

Other (please
specify):
Not at this time. We are in RFP stage for selecting
one.

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Rarely**

Q11 Have you ever banned a user from posting to one of your social media sites? **No, and can't ever see doing that**

Q12 What level of access do you have with your supervisor and to social media policy making?

Full collaboration

Q13 Additional comments **Respondent skipped this question**

#103

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:58:08 AM
Last Modified: Tuesday, July 16, 2019 3:51:05 PM
Time Spent: 03:52:56
IP Address: 66.99.203.20

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	One
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

My supervisor is very hands-off. I have a ton of control.

Q13 Additional comments

A lot of the questions I could have answered multiple ways (I serve both a rural and urban population, I answer negative comments based on situation and not all in the same way).

#104

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 4:38:31 PM
Last Modified: Tuesday, July 16, 2019 4:42:24 PM
Time Spent: 00:03:52
IP Address: 162.201.243.41

Page 1

Q1 Years in public information**Less than
five****Q2** Organization type**Local municipality (city or
county)****Q3** Type of the community you serveOther (please
specify):
Rural, Suburban and Urban**Q4** Number of staff who can moderate comments on
your organization's social media accounts**More than 4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	One
LinkedIn	Two
Other (please specify):	None

Q6 How does your organization handle inflammatory
comments on social media?**Ignore****Q7** Do you have a social media archiving service?**Yes, Archive
Social**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Never**

Q11 Have you ever banned a user from posting to one of your social media sites? **Yes, but only in extreme case(s)**

Q12 What level of access do you have with your supervisor and to social media policy making?

I write it and my supervisor proofs it before going to the Mayor's Office.

Q13 Additional comments

Respondent skipped this question

#105

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 5:11:25 PM
Last Modified: Tuesday, July 16, 2019 5:14:06 PM
Time Spent: 00:02:41
IP Address: 98.6.104.1

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One
Nextdoor	One
Other (please specify):	Ring Neighbors, YouTube

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

direct

Q13 Additional comments

Respondent skipped this question

#106

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 6:37:44 PM
Last Modified: Tuesday, July 16, 2019 6:41:44 PM
Time Spent: 00:04:00
IP Address: 68.62.192.167

Page 1

Q1 Years in public information**Less than
five****Q2** Organization type**Local municipality (city or
county)****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**More than 4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

More than four

Twitter

One

Instagram

One**Q6** How does your organization handle inflammatory
comments on social media?**Hide****Q7** Do you have a social media archiving service?**Yes, Archive
Social****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**No****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

We do not allow any comments on our city page and messages are turned off on this page. I expect this to be lifted with newly elected public officials and a new city manager in early 2020.

#107

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 7:25:23 PM
Last Modified: Tuesday, July 16, 2019 7:26:44 PM
Time Spent: 00:01:20
IP Address: 174.209.2.83

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	Two
Nextdoor	One

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Complete

Q13 Additional comments

Respondent skipped this question

#108

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 7:26:17 PM
Last Modified: Tuesday, July 16, 2019 7:32:02 PM
Time Spent: 00:05:44
IP Address: 73.108.91.218

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	Three
Nextdoor	Two

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
Our policy is going to be two attempts to correct or inform the poster and then let the issue go. The only time this policy will change is in a declared state of emergency and the troll is contradicting life safety information.

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Social Media Survey

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?

Other (please specify):

We are currently working on this. We do not hide or delete comments unless the contradict life safety messages.

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Yes

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access

Q13 Additional comments

Respondent skipped this question

#109

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:25:49 PM
Last Modified: Tuesday, July 16, 2019 8:27:18 PM
Time Spent: 00:01:28
IP Address: 73.65.81.197

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Four
Twitter	Three
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Full access

Q13 Additional comments

Respondent skipped this question

#110

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 8:54:14 PM
Last Modified: Tuesday, July 16, 2019 8:56:42 PM
Time Spent: 00:02:27
IP Address: 23.120.168.211

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

Three

Twitter

Three**Q6** How does your organization handle inflammatory
comments on social media?**Hide****Q7** Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Don't have social media policy posted on
platform****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Management level

Q13 Additional comments

Respondent skipped this question

#111

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 9:51:22 PM
Last Modified: Tuesday, July 16, 2019 9:54:15 PM
Time Spent: 00:02:52
IP Address: 75.189.145.52

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	Two
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
Sometimes answer sometimes ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Other (please specify):
Yes but we recently unbanned them

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

Respondent skipped this question

#112

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:09:53 PM
Last Modified: Tuesday, July 16, 2019 11:11:33 PM
Time Spent: 00:01:39
IP Address: 68.2.102.211

Page 1

-
- Q1** Years in public information **More than 10**
-
- Q2** Organization type **Local municipality (city or county)**
-
- Q3** Type of the community you serve **Urban**
-
- Q4** Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**
-
- Q5** How many social media accounts does your organization manage?
- | | |
|-----------|-----------------------|
| Facebook | More than four |
| Twitter | Two |
| Instagram | More than four |
| Nextdoor | Two |
| LinkedIn | One |
-
- Q6** How does your organization handle inflammatory comments on social media? **Other (please specify):
It depends on the comment**
-
- Q7** Do you have a social media archiving service? **Yes, Smarsh**
-
- Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**
-

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

100 percent

Q13 Additional comments

Respondent skipped this question

#113

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 11:18:02 PM
Last Modified: Tuesday, July 16, 2019 11:20:01 PM
Time Spent: 00:01:58
IP Address: 66.44.59.231

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct access and open line of communication. I am involved in the policy making process and help guide the conversation/policy.

Q13 Additional comments

Respondent skipped this question

#114

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 16, 2019 1:44:11 PM
Last Modified: Wednesday, July 17, 2019 8:09:11 AM
Time Spent: 18:25:00
IP Address: 163.234.179.109

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	Two
LinkedIn	One
Other (please specify):	Pinterest

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Full

Q13 Additional comments

Respondent skipped this question

#115

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 17, 2019 7:51:34 AM
Last Modified: Wednesday, July 17, 2019 8:32:25 AM
Time Spent: 00:40:50
IP Address: 199.165.138.12

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
Nextdoor	One
LinkedIn	One
Other (please specify):	Youtube

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#116

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 17, 2019 5:22:30 PM
Last Modified: Wednesday, July 17, 2019 5:24:27 PM
Time Spent: 00:01:57
IP Address: 174.103.154.62

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	Three
Twitter	Three
Q6 How does your organization handle inflammatory comments on social media?	Let it self-moderate
Q7 Do you have a social media archiving service?	No
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes
Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?	No

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Full seat at the table.

Q13 Additional comments

Respondent skipped this question

#117

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 17, 2019 10:30:39 PM
Last Modified: Wednesday, July 17, 2019 10:33:35 PM
Time Spent: 00:02:55
IP Address: 73.46.136.9

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	One
LinkedIn	One
Other (please specify):	None

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

Good luck!

#118

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 18, 2019 7:49:43 AM
Last Modified: Thursday, July 18, 2019 7:52:14 AM
Time Spent: 00:02:31
IP Address: 50.81.176.138

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
Chamber of Commerce

Q3 Type of the community you serve Other (please specify):
All of the above

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
We always use email in addition to Social Media

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Don't understand question....

Q13 Additional comments

None

#119

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 18, 2019 3:17:46 PM
Last Modified: Thursday, July 18, 2019 3:19:47 PM
Time Spent: 00:02:01
IP Address: 166.67.66.240

Page 1

Q1 Years in public information	More than 10
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	One
Twitter	One
Instagram	One
LinkedIn	One
Other (please specify):	Indeed.com; YouTube
Q6 How does your organization handle inflammatory comments on social media?	Answer
Q7 Do you have a social media archiving service?	No
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I can create the social media policy and procedures, with final approval from my supervisor.

Q13 Additional comments

Respondent skipped this question

#120

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 18, 2019 5:58:40 PM
Last Modified: Thursday, July 18, 2019 8:07:42 PM
Time Spent: 02:09:02
IP Address: 71.114.23.89

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify): Combination. Depends on comment.**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

High level

Q13 Additional comments

Respondent skipped this question

#121

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 19, 2019 10:34:25 AM
Last Modified: Friday, July 19, 2019 10:38:57 AM
Time Spent: 00:04:31
IP Address: 70.167.228.157

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Unlimited. I am trusted and when he does request oversight he generally grants my policy request

Q13 Additional comments

Respondent skipped this question

#122

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 19, 2019 11:01:31 AM
Last Modified: Friday, July 19, 2019 11:48:43 AM
Time Spent: 00:47:12
IP Address: 68.101.2.224

Page 1

Q1 Years in public information **5-10**

Q2 Organization type Other (please specify):
Healthcare

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Two
Instagram	One
LinkedIn	One
Other (please specify):	Google and other online review sites

Q6 How does your organization handle inflammatory comments on social media? Other (please specify):
A mix depending on the circumstances

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Full

Q13 Additional comments

Respondent skipped this question

#123

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 19, 2019 2:25:03 PM
Last Modified: Friday, July 19, 2019 2:29:23 PM
Time Spent: 00:04:19
IP Address: 69.85.218.130

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Utility**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
WE answer and try to direct it off the page to private message.**

Q7 Do you have a social media archiving service? **Yes,
PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Other (please specify):
WE have not had active social media during an emergency yet.**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Always

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I have a lot of input but the final word comes from director or Board.

Q13 Additional comments

Respondent skipped this question

#124

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 19, 2019 4:53:21 PM
Last Modified: Friday, July 19, 2019 4:56:38 PM
Time Spent: 00:03:17
IP Address: 216.115.120.4

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 Let it self moderate for a short amount of time, and then advise the inflammatory comment that they are violating our policy

Q7 Do you have a social media archiving service? **Yes, PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Daily direct access.

Q13 Additional comments

Thank you for the opportunity to participate in this survey! I look forward to seeing the results. I say, keep this up...ask a variety of questions from the NIOA membership!! It's a good thing!

#125

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 21, 2019 11:36:35 AM
Last Modified: Sunday, July 21, 2019 11:39:36 AM
Time Spent: 00:03:00
IP Address: 68.226.3.154

Page 1

Q1 Years in public information**Less than five****Q2** Organization type**Law enforcement****Q3** Type of the community you serve
 Other (please specify):
 Public university
Q4 Number of staff who can moderate comments on your organization's social media accounts**2-4 (including part time)****Q5** How many social media accounts does your organization manage?

Facebook

One

Twitter

One

Other (please specify):

YouTube

Q6 How does your organization handle inflammatory comments on social media?**Answer first, other action if continues to stay negative****Q7** Do you have a social media archiving service?**Yes, Archive Social****Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?**Don't have social media policy posted on platform****Q9** Have social media "trolls" impeded your ability to distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Full

Q13 Additional comments

N/A

#126

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 9:50:41 AM
Last Modified: Monday, July 22, 2019 9:54:54 AM
Time Spent: 00:04:13
IP Address: 204.78.76.2

Page 1

Q1 Years in public information**More than
10****Q2** Organization type
 Other (please
specify):
Navy and public
education
Q3 Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**I'm
it!****Q5** How many social media accounts does your organization manage?

Facebook

One**Q6** How does your organization handle inflammatory
comments on social media?
 Other (please
specify):
Block most, unhide positive ones, reply offline if there is a
real question/comment
Q7 Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Don't have social media policy posted on
platform****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

direct connection to my supervisor and our overall supervisor who uses his personal FB page as a way to let people message him about specific questions/concerns

Q13 Additional comments

Respondent skipped this question

#127

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 12:48:25 PM
Last Modified: Monday, July 22, 2019 12:58:44 PM
Time Spent: 00:10:18
IP Address: 165.234.252.121

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	Two
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Let it self-moderate**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

complete

Q13 Additional comments

Respondent skipped this question

#128

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 1:39:04 PM
Last Modified: Monday, July 22, 2019 1:40:51 PM
Time Spent: 00:01:47
IP Address: 96.3.192.114

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Four
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#129

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 1:39:52 PM
Last Modified: Monday, July 22, 2019 1:43:19 PM
Time Spent: 00:03:27
IP Address: 165.234.252.235

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **Two**

Twitter **One**

Other (please specify): I manage social media accounts for four health units in our region. One health unit has two Facebook accounts and a Twitter account, while each of the other three health units has their own Facebook account.

Q6 How does your organization handle inflammatory comments on social media? **Hide**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Good access. I feel I can contact the health unit director while she is in the health unit, as well as after hours if a situation were to warrant that contact.

Q13 Additional comments

Respondent skipped this question

#130

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 1:47:40 PM
Last Modified: Monday, July 22, 2019 1:53:55 PM
Time Spent: 00:06:15
IP Address: 165.234.248.166

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Two
Twitter	One
Instagram	Two
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media?

Other (please specify):
 It depends. We try to only address those that stay on topic to the post they are on. We don't hide or delete anything other than Facebook auto deleting anything with curse words. If it's a legitimate question we seek and answer or at least someone to put them in contact with to get their answer.

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

High level access

Q13 Additional comments

We're working to convince other department heads how valuable Social Media is for being transparent with our citizens, but trolls play a huge role in us being able to convince them. They feel like it causes more work for them and/or that social media "only brings out the nay-sayers".

#131

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 2:18:06 PM
Last Modified: Monday, July 22, 2019 2:21:50 PM
Time Spent: 00:03:44
IP Address: 165.234.253.49

Page 1

Q1 Years in public information**Less than
five****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Rural****Q4** Number of staff who can moderate comments on your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

Four

Twitter

Three**Q6** How does your organization handle inflammatory comments on social media?**Ignore****Q7** Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?**Don't have social media policy posted on
platform****Q9** Have social media "trolls" impeded your ability to distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

High

Q13 Additional comments

Respondent skipped this question

#132

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 2:25:17 PM
Last Modified: Monday, July 22, 2019 2:27:47 PM
Time Spent: 00:02:30
IP Address: 66.51.238.138

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **EMS**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Rarely**

Social Media Survey

Q11 Have you ever banned a user from posting to one of your social media sites? **No, but would if behavior warranted action**

Q12 What level of access do you have with your supervisor and to social media policy making?

Complete. I created the policy and manage the social media. Board of directors, approved the policy and trust me to handle the facebook account.

Q13 Additional comments

Respondent skipped this question

#133

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 2:24:35 PM
Last Modified: Monday, July 22, 2019 2:32:42 PM
Time Spent: 00:08:06
IP Address: 165.234.252.11

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Four
Instagram	One
Other (please specify):	Pinterest

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Relatively full access to supervisor. However, social media policy must be adopted by the City Commission.

Q13 Additional comments

Respondent skipped this question

#134

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 4:07:58 PM
Last Modified: Monday, July 22, 2019 4:10:59 PM
Time Spent: 00:03:01
IP Address: 165.234.253.62

Page 1

Q1 Years in public information	Less than five
Q2 Organization type	State or state agency
Q3 Type of the community you serve	Mixed (regional, state or federal)
Q4 Number of staff who can moderate comments on your organization's social media accounts	2-4 (including part time)
Q5 How many social media accounts does your organization manage?	
Facebook	More than four
Twitter	One
Instagram	One
Other (please specify):	YouTube
Q6 How does your organization handle inflammatory comments on social media?	Hide
Q7 Do you have a social media archiving service?	No
Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted?	Yes
Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?	Yes

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#135

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 22, 2019 8:13:08 PM
Last Modified: Monday, July 22, 2019 8:15:45 PM
Time Spent: 00:02:37
IP Address: 24.111.79.209

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **EMS**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One
SnapChat	One

Q6 How does your organization handle inflammatory comments on social media? **Delete**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Very little

Q13 Additional comments

Respondent skipped this question

#136

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 23, 2019 9:10:30 AM
Last Modified: Tuesday, July 23, 2019 9:12:18 AM
Time Spent: 00:01:48
IP Address: 165.234.249.42

Page 1

Q1 Years in public information**5-10****Q2** Organization typeOther (please
specify):
federal and local
(county)**Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

Three**Q6** How does your organization handle inflammatory
comments on social media?**Ignore****Q7** Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Don't have social media policy posted on
platform****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct

Q13 Additional comments

Respondent skipped this question

#137

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 23, 2019 10:14:16 AM
Last Modified: Tuesday, July 23, 2019 10:17:14 AM
Time Spent: 00:02:57
IP Address: 140.186.220.182

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Always

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Open door

Q13 Additional comments

Respondent skipped this question

#138

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 23, 2019 10:30:59 AM
Last Modified: Tuesday, July 23, 2019 10:34:51 AM
Time Spent: 00:03:52
IP Address: 72.36.14.133

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting? **Usually**

Social Media Survey

Q11 Have you ever banned a user from posting to one of your social media sites? **No, but would if behavior warranted action**

Q12 What level of access do you have with your supervisor and to social media policy making?

All access

Q13 Additional comments

The importance of social media became clear in 2012 when we had wildfire. Nearby town evacuated to our town and then we lost power for 10 days. Social media became the best way to get info out to locals and family members of those who had been evacuated.

#139

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 23, 2019 11:05:11 AM
Last Modified: Tuesday, July 23, 2019 11:08:49 AM
Time Spent: 00:03:38
IP Address: 66.97.242.57

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type **EMS**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

LinkedIn **One**

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **No**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Other (please specify): do not know**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Usually

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

some

Q13 Additional comments

thanks

#140

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 23, 2019 3:35:41 PM
Last Modified: Tuesday, July 23, 2019 3:45:50 PM
Time Spent: 00:10:08
IP Address: 165.234.253.51

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

One**Q6** How does your organization handle inflammatory
comments on social media?**Hide****Q7** Do you have a social media archiving service?**No****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Yes****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?

Other (please
specify):
We've only had our Facebook page up for a few
weeks.

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Other (please specify):
We do not have much experience with our social media yet.
We became a new agency at the end of April.

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

high level

Q13 Additional comments

Respondent skipped this question

#141

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 24, 2019 3:34:07 PM
Last Modified: Wednesday, July 24, 2019 3:38:09 PM
Time Spent: 00:04:02
IP Address: 174.208.13.123

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type Other (please specify):
Disaster emergency services

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**
LinkedIn **One**

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Don't have social media policy posted on platform**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **Yes**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Usually

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I am it.

Q13 Additional comments

Respondent skipped this question

#142

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 25, 2019 1:01:52 PM
Last Modified: Thursday, July 25, 2019 1:03:43 PM
Time Spent: 00:01:51
IP Address: 65.202.206.2

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Fire**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **One**

Nextdoor **One**

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Directly if needed

Q13 Additional comments

Respondent skipped this question

#143

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 29, 2019 8:16:18 AM
Last Modified: Monday, July 29, 2019 8:19:05 AM
Time Spent: 00:02:46
IP Address: 174.235.137.132

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Transportation**

Q3 Type of the community you serve **Rural**

Q4 Number of staff who can moderate comments on your organization's social media accounts **I'm it!**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	One
Instagram	One
LinkedIn	One
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Sometimes

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Low level

Q13 Additional comments

Respondent skipped this question

#144

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 31, 2019 8:41:48 AM
Last Modified: Wednesday, July 31, 2019 8:44:42 AM
Time Spent: 00:02:53
IP Address: 107.181.106.186

Page 1

Q1 Years in public information **More than 10**

Q2 Organization type Other (please specify):
Consultant

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	More than four
Instagram	More than four
LinkedIn	More than four
Other (please specify):	YouTube

Q6 How does your organization handle inflammatory comments on social media? Other (please specify):
Depends on comment

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

No

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Respondent skipped this question

Q13 Additional comments

Respondent skipped this question

#145

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, August 03, 2019 6:26:47 PM
Last Modified: Saturday, August 03, 2019 6:28:46 PM
Time Spent: 00:01:58
IP Address: 107.130.192.39

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Suburban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **More than 4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	More than four
Twitter	Four
Instagram	Three
Nextdoor	One
LinkedIn	One

Q6 How does your organization handle inflammatory comments on social media? **Answer**

Q7 Do you have a social media archiving service? **Yes, Archive Social**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, and can't ever see doing that

Q12 What level of access do you have with your supervisor and to social media policy making?

I handle all policy on this topic.

Q13 Additional comments

Good luck!

#146

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 07, 2019 11:46:21 AM
Last Modified: Wednesday, August 07, 2019 11:49:12 AM
Time Spent: 00:02:51
IP Address: 63.247.60.254

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Local municipality (city or county)**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	Three
Twitter	Three
Instagram	Two

Q6 How does your organization handle inflammatory comments on social media? **Answer first, other action if continues to stay negative**

Q7 Do you have a social media archiving service? **Other (please specify):
Screen shots**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

Full

Q13 Additional comments

Respondent skipped this question

#147

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 07, 2019 12:36:05 PM
Last Modified: Wednesday, August 07, 2019 12:41:56 PM
Time Spent: 00:05:51
IP Address: 71.229.12.82

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **State or state agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One
LinkedIn	One
Other (please specify):	LinkedIn

Q6 How does your organization handle inflammatory comments on social media? **Other (please specify):
It depends on the comment**

Q7 Do you have a social media archiving service? **Yes,
PageFreezer**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Social Media Survey

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency?

Other (please specify):

Yes, through comments but we still post the information regardless of the feedback. We use the feedback as an opportunity to engage and provide rumor control.

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

No, but would if behavior warranted action

Q12 What level of access do you have with your supervisor and to social media policy making?

I approve the social media policy and my supervisor may weigh-in with suggestions but trusts my judgment.

Q13 Additional comments

Respondent skipped this question

#148

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 07, 2019 6:39:24 PM
Last Modified: Wednesday, August 07, 2019 6:44:02 PM
Time Spent: 00:04:37
IP Address: 173.31.143.66

Page 1

Q1 Years in public information **5-10**

Q2 Organization type **Federal agency**

Q3 Type of the community you serve **Mixed (regional, state or federal)**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook	One
Twitter	One
Instagram	One

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Never

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

Top level with immediate feedback based on my recommendations

Q13 Additional comments

More social media training is needed for upper level PIOs.

#149

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 07, 2019 8:39:03 PM
Last Modified: Wednesday, August 07, 2019 8:42:07 PM
Time Spent: 00:03:03
IP Address: 73.128.103.115

Page 1

Q1 Years in public information **Less than five**

Q2 Organization type **Law enforcement**

Q3 Type of the community you serve **Urban**

Q4 Number of staff who can moderate comments on your organization's social media accounts **2-4 (including part time)**

Q5 How many social media accounts does your organization manage?

Facebook **One**

Twitter **Two**

Instagram **Two**

Q6 How does your organization handle inflammatory comments on social media? **Ignore**

Q7 Do you have a social media archiving service? **No**

Q8 If you have a social media policies posted on your platforms, do they state circumstances which could result in comments being hidden or deleted? **Yes**

Q9 Have social media "trolls" impeded your ability to distribute information in an emergency? **No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, but only in extreme case(s)

Q12 What level of access do you have with your supervisor and to social media policy making?

I am developing social media policy for during an emergency. We have a very general social media policy as well.

Q13 Additional comments

Respondent skipped this question

#150

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, August 08, 2019 3:20:51 PM
Last Modified: Thursday, August 08, 2019 3:22:46 PM
Time Spent: 00:01:55
IP Address: 107.77.235.177

Page 1

Q1 Years in public information**More than
10****Q2** Organization type**State or state
agency****Q3** Type of the community you serve**Mixed (regional, state or
federal)****Q4** Number of staff who can moderate comments on
your organization's social media accounts**2-4 (including part
time)****Q5** How many social media accounts does your organization manage?

Facebook

One

Twitter

One

Nextdoor

One**Q6** How does your organization handle inflammatory
comments on social media?**Answer first, other action if continues to stay
negative****Q7** Do you have a social media archiving service?**Respondent skipped this question****Q8** If you have a social media policies posted on your
platforms, do they state circumstances which could result
in comments being hidden or deleted?**Yes****Q9** Have social media "trolls" impeded your ability to
distribute information in an emergency?**No**

Social Media Survey

Q10 How often do you choose other methods of delivering a message because moderation of a social media post on that topic would be too time consuming/daunting?

Rarely

Q11 Have you ever banned a user from posting to one of your social media sites?

Yes, and see few issues with doing so

Q12 What level of access do you have with your supervisor and to social media policy making?

Direct

Q13 Additional comments

Na
